

#10/ANDT/B
TECH CTR 1800
3/18/04



PATENT
75.0001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Andy Lee et al.

Serial No: 09/826,121

Filed: April 4, 2001

For: METHOD, SYSTEM, AND PROGRAM
FOR CUSTOMER SERVICE AND
SUPPORT MANAGEMENT

Examiner: J.Corrielus
Art Unit: 2172

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on

March 1, 2004

Date of Deposit

Richard Yoon

Name
Richard Yoon

Signature 3/01/04 Date

AMENDMENT WITH REQUEST FOR CONTINUED EXAMINATION
UNDER 37 C.F.R. § 1.114

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Technology Center 2100

Dear Sir:

In response to the Office Action dated October 9, 2003, in connection with the above-identified application, the time of response being extended 2-month to March 9, 2004 by the accompanying petition and fee authorization, please enter and consider the following amendment and remarks.

Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper.

Remarks/Arguments begin on page 14 of this paper.